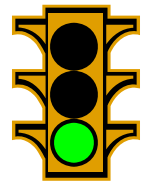




# EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

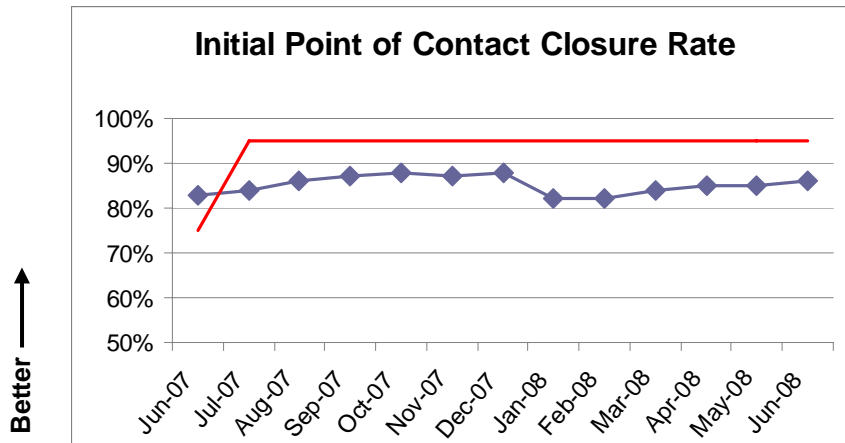


## STRATEGIC GOALS

**VI. Administer pension benefit services in a customer oriented and cost-effective manner.**

## MEASURE:

% of telephone calls closed at initial point of contact



## Initial Contact Closure Rate

**Target:** 75 % pre 7/1/07; 95% 7/1/07 and later

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	84%	86%	87%	88%	87%	88%	82%	82%	84%	85%	85%	86%
2006-07	81%	82%	83%	84%	83%	84%	81%	81%	81%	84%	82%	83%

**INITIATIVES:** Provide timely end-to-end responses to inquiries.

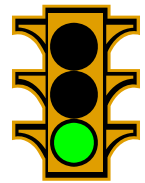
Initiatives	Milestones
<ol style="list-style-type: none"> <li>1. Increase call closure rate.</li> <li>2. Implement internal ERCC escalation assistance.</li> <li>3. Monitor/manage ERCC positions to ensure full staffing required.</li> </ol>	<ul style="list-style-type: none"> <li>• By 3/31/08 fill 5 RPS I vacancies <b>Completed</b></li> <li>• By 3/31/08, seasoned staff will be available to assist with internal ERCC Escalation process to increase call closure at initial point of contact <b>Completed</b></li> <li>• By 6/30/08, train 5 RPS I new hires. <b>Completed</b></li> <li>• By 09/01/08 increase call closure rate to 90%.</li> </ul>

## COMMENTS:

Closure rate increasing due to completion of new hiring training.



# EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

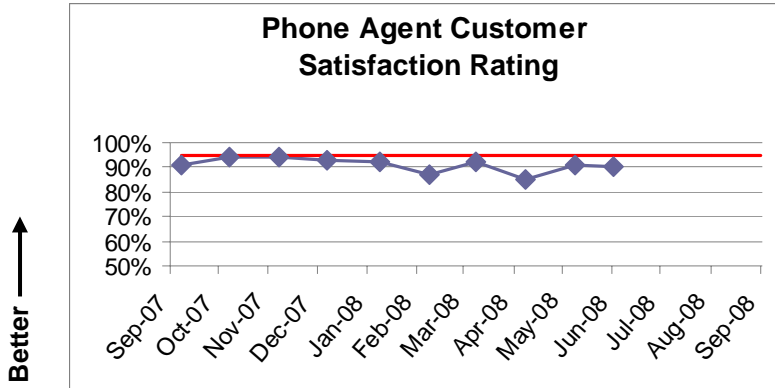


## STRATEGIC GOALS

*V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.*

## MEASURE:

*% respondents satisfied with phone agent service.*



## Phone Agent Customer Satisfaction Rating Target: 95 %

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	N/A	N/A	91%	94%	94%	93%	92%	87%	92%	85%	91%	90%

## INITIATIVES: Improve Customer Satisfaction

Initiatives	Milestones
<ol style="list-style-type: none"> <li>1. Analyze survey data.</li> <li>2. Reevaluate frequency and method of gathering customer feedback.</li> </ol>	<ul style="list-style-type: none"> <li>• By 03/31/08, implement quick fixes identified in survey data. <b>Completed</b></li> <li>• By 06/30/08, monitor and evaluate customer survey data to determine alternative feedback methods and additional action items. <b>Completed</b></li> </ul>

## COMMENTS:

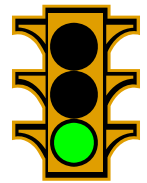
We have determined to have the agents only forward those employers that have not called the ERCC within the last 6 months to the survey tool.

In addition we will continue to gather feedback by:

- Participating in the ERSD bi-annual Employer Survey.
- Conducting an annual ERCC Customer Satisfaction Survey during the Education Forum for those employers who visit the ERCC booth.



# EMPLOYER CUSTOMER INQUIRY DASHBOARD #3

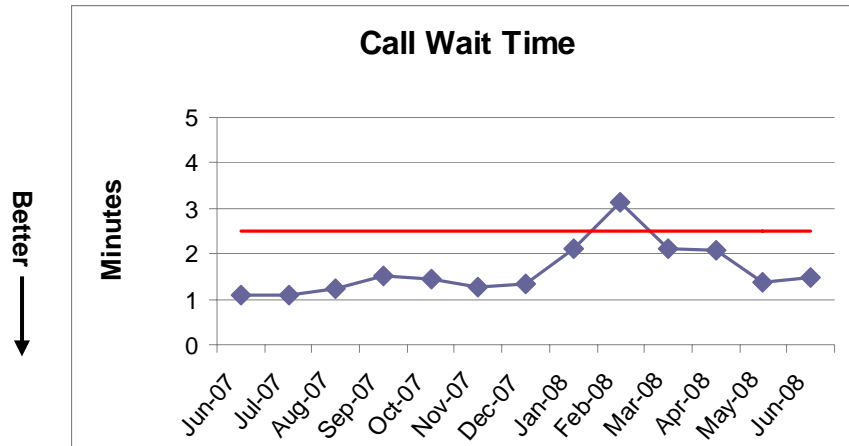


## STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

## MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.



## Average Wait Time

Target: Monthly Average of <2.5 minutes

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	1:09	1:25	1:52	1:45	1:28	1:33	2:13	3:12	2:12	2:08	1:38	1:49
2006-07	1:15	1:26	1:34	1:36	1:43	1:23	1:08	1:13	1:15	1:07	1:26	1:1

## INITIATIVES:

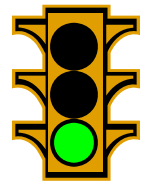
Initiatives	Milestones
1. Determine if measure and target should be changed.	<ul style="list-style-type: none"><li>By 06/30/08, reevaluate measure and target. <b>Completed</b></li></ul>

## COMMENTS:

Effective 07/01/08, decrease target monthly average to less than 2.0 minutes.



# EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

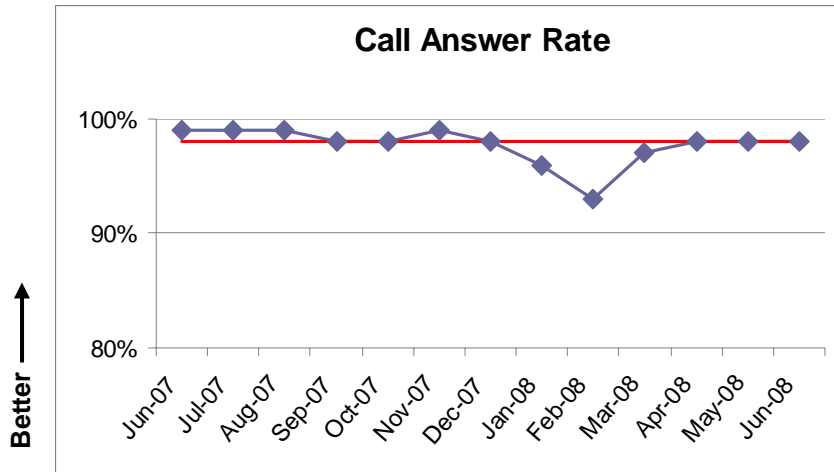


## STRATEGIC GOALS

**VI.** Administer pension benefit services in a customer oriented and cost-effective manner.

## MEASURE:

% of telephone calls offered that are answered.



## Call Answer Rate

**Target:** Answer 98% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	99%	99%	98%	98%	99%	98%	96%	93%	97%	98%	98%	98%
2006-07	99%	99%	98%	99%	98%	99%	99%	100%	99%	99%	99%	99%